

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNIFI MOBILE 3G NETWORK SUNSET**

NO	QUESTION	ANSWER
<b>QUESTIONS ON unifi MOBILE 3G NETWORK SUNSET</b>		
<b>1</b>	<b>What is 3G Network sunseting?</b>	<ul style="list-style-type: none"> <li>• 3G Network sunseting is the gradual shutting off of all the 3G networks in Malaysia.</li> <li>• This is an initiative by the Government through Malaysian Communications and Multimedia Commission (MCMC) which is part of Jalinan Digital Negara action plan or <a href="#">JENDELA</a>, the national digital infrastructure plan with a shared aspiration for nationwide coverage and consistent quality of faster and better 4G experience for everyone.</li> </ul>
<b>2</b>	<b>What is JENDELA?</b>	<ul style="list-style-type: none"> <li>• JENDELA appears to be a replacement for the National Fiberisation and Connectivity Plan (NFCP) which to provide nationwide connectivity that is robust, pervasive, high-quality and affordable to all Malaysians.</li> <li>• JENDELA will firstly prioritise on strengthening the nation's existing fixed and mobile networks and building a strong foundation for the eventual adoption of 5G.</li> <li>• In Phase 1, unifi aims towards enhancement of quality of experience (QoE) by upgrading our existing unifi Mobile subscribers with 3G devices as well as non-Voice over LTE (VoLTE) devices with the best experience.</li> <li>• All this is to support sunseting of 3G network nationwide by all telcos at the end of 2021.</li> <li>• For more info on JENDELA, visit <a href="https://myjendela.my/FAQ-and-Glossary/FAQ">https://myjendela.my/FAQ-and-Glossary/FAQ</a></li> </ul>
<b>3</b>	<b>Why do Telco Providers have to shut down the 3G network?</b>	<ul style="list-style-type: none"> <li>• It is a shared industry aspiration which will be undertaken by all telco providers and MCMC to improve Malaysia's mobile network coverage and quality of broadband and digital services of all subscribers nationwide.</li> <li>• The network migration is set to benefit everyone with improved capacity, data speeds and broadband coverage as well as better QoE.</li> <li>• Mobile network migration from 3G to fully 4G will increase the efficacy of managing and expansion of 4G networks which will</li> </ul>

		<p>help all service providers to deliver better digital experience to users, compared to 3G networks.</p>
4	<p><b>When will the 3G network sunset take place? Do all Telco Providers have the same 3G network sunset date?</b></p>	<ul style="list-style-type: none"> <li>• The 3G network sunset will be implemented in three (3) phases. <ul style="list-style-type: none"> <li>✓ First Phase: The planning – It has started in Q3 and completed by Q4 2020. This initial stage is to ensure existing resources are optimally utilised for fixed and mobile access</li> <li>✓ Second Phase: The network migration – The 3G network will gradually be thinned and ultimately shutdown by end of 2021. At the same time, all telco providers will also improve their 4G network to provide wider coverage and higher data speeds.</li> <li>✓ Final Phase: The post of 3G network sunset (Q1-Q2 of 2022) – It involves the monitoring of network optimisation, network performance and customer experience.</li> </ul> </li> </ul>
5	<p><b>Will I be notified when the 3G network has been shut down at my location?</b></p>	<ul style="list-style-type: none"> <li>• If you are an existing unifi Mobile subscriber, we will send a notification on the 3G network sunset.</li> <li>• You may also visit unifi website from time to time for any update.</li> </ul>
6	<p><b>Who will be impacted with this initiative?</b></p>	<ul style="list-style-type: none"> <li>• This initiative will affect customers who are currently using a mobile device that operates on 3G-only network.</li> </ul>
7	<p><b>What should I do if I am currently on a 3G-only device?</b></p>	<ul style="list-style-type: none"> <li>• Since the sunset of 3G network will be done in phases, we highly recommend you to upgrade your devices to VoLTE supported devices and turn on the features.</li> <li>• VoLTE is known as “Voice over LTE”. The VoLTE feature will enable you to make high quality voice calls over 4G network.</li> <li>• However, if you are currently using the 4G network with non-VoLTE features, we encourage you to use Over-The-Top (OTT) voices application such as WhatsApp call, Google voice, Skype for making voice calls.</li> </ul>
8	<p><b>How do I know whether my current device is 4G VoLTE capable or only supporting 3G network?</b></p>	<ul style="list-style-type: none"> <li>• You may check your supported network or search your device specifications in your device settings. You are encouraged to use devices certified by SIRIM for a better user experience.</li> <li>• You may check your phone VoLTE compatibility at: <ul style="list-style-type: none"> <li>○ Postpaid: <a href="https://unifi.com.my/mobile/postpaid/phone-compatibility">https://unifi.com.my/mobile/postpaid/phone-compatibility</a></li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>○ #BEBAS: <a href="https://unifi.com.my/mobile/bebas/phone-compatibility">https://unifi.com.my/mobile/bebas/phone-compatibility</a></li> </ul>
9	Will I experience any issue during the 3G network sunsetting if I don't upgrade to a new device?	<ul style="list-style-type: none"> <li>• Customers who are connected to unifi's LTE network will not be impacted if they are using compatible devices.</li> <li>• However, customers located at impacted areas with 3G only devices, may experience service disruptions and network congestion on the 2G or 2.5G network if you maintain your 3G device. You will no longer be able to use the 3G network once it is fully shut down by the end of 2021.</li> <li>• You may check out latest offerings from unifi Mobile on <a href="http://www.unifi.com.my/mobile">www.unifi.com.my/mobile</a> that can help you access faster and more stable connectivity.</li> </ul>
10	How do I enable VoLTE features on Apple devices?	<ul style="list-style-type: none"> <li>• It is simple, just follow these steps: - <ul style="list-style-type: none"> <li>➢ Go to <b>Settings</b></li> <li>➢ Choose <b>Mobile Data</b></li> <li>➢ Tap <b>Mobile Data Options</b></li> <li>➢ Please choose <b>Voice &amp; Data</b></li> <li>➢ Finally, <b>ON</b> the <b>LTE, VoLTE</b></li> <li>➢ Small window will appear  <b>"This mobile network has not been certified by the network provider for VoLTE on iPhone. Battery life, calls, text messages, voicemail and mobile data maybe affected"</b>.</li> <li>➢ Tap <b>OK</b> to continue.</li> </ul> </li> <li>• Now your Apple device has its VoLTE features enabled.</li> </ul> <p><i>Note: The feature is only applicable to iPhone 7 (and newer models) with iOS 13 and above.</i></p>
11	How do I enable VoLTE features on Android device?	<ul style="list-style-type: none"> <li>• For Android devices, the VoLTE features are enabled by default once the Manufacturer update it with the latest software. All you have to do is to make sure the software of your Android device is up to date in order to enjoy the VoLTE features.</li> </ul>
12	Will there be any additional charges during the 3G network sunset on my bill?	<ul style="list-style-type: none"> <li>• Don't worry! Customers who are connected to unifi's LTE network, will not incur any additional charges in the monthly bill.</li> </ul>

13	<p><b>Can I request for a bill waiver if I am unable to browse using my non-4G device after the 3G network shutdown?</b></p>	<ul style="list-style-type: none"> <li>• We would like to apologise in advance for the inconvenience caused. We will not be able to waive any charges, hence we are sending early notifications on this 3G network shutdown to give ample time for you to upgrade your devices before the migration of 3G network takes place.</li> <li>• Please take note, if you are still under contract with unifi, kindly refer to the terms and conditions on our website.</li> </ul>
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NO.	QUESTION	ANSWER								
<b>QUESTIONS ON DEVICE PURCHASE DISCOUNT FOR 3G SUNSET AFFECTED CUSTOMERS</b>										
1.	<p><b>Can you tell us more about the device purchase discount with Lazada for 3G Sunset affected customer?</b></p>	<ul style="list-style-type: none"> <li>• Following the national 3G network sunset initiative, unifi is offering a RM50 discount voucher for purchase of new 4G-compatible device via LAZADA. The promotion is as below:</li> </ul> <table border="1" data-bbox="603 880 1457 1417"> <thead> <tr> <th data-bbox="603 880 866 947">Discount period</th> <th data-bbox="874 880 1457 947">Pre-requisite</th> </tr> </thead> <tbody> <tr> <td data-bbox="603 958 866 1104"><b>July - Aug 2021</b></td> <td data-bbox="874 958 1457 1104">Brand: Realme Mechanics: RM50 off e-voucher*, with a minimum spending of RM699</td> </tr> <tr> <td data-bbox="603 1115 866 1261"><b>Sept - Oct 2021</b></td> <td data-bbox="874 1115 1457 1261">Brand: Vivo Mechanics: RM50 off e-voucher*, with a minimum spending of RM899</td> </tr> <tr> <td data-bbox="603 1272 866 1417"><b>Nov - Dec 2021</b></td> <td data-bbox="874 1272 1457 1417">Brand: Oppo Mechanics: RM50 off e-voucher*, with a minimum spending of RM1,000</td> </tr> </tbody> </table> <p data-bbox="603 1440 1457 1496"><i>*While stocks last</i></p>	Discount period	Pre-requisite	<b>July - Aug 2021</b>	Brand: Realme Mechanics: RM50 off e-voucher*, with a minimum spending of RM699	<b>Sept - Oct 2021</b>	Brand: Vivo Mechanics: RM50 off e-voucher*, with a minimum spending of RM899	<b>Nov - Dec 2021</b>	Brand: Oppo Mechanics: RM50 off e-voucher*, with a minimum spending of RM1,000
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2.	<p><b>When is the campaign period?</b></p>	<ul style="list-style-type: none"> <li>• The campaign will run from 18 June 2021 to 31 December 2021.</li> </ul>								

3.	<p><b>What is the difference between this offering with unifi Mobile 99 Promo with Device?</b></p>	<ul style="list-style-type: none"> <li>The differences between this device purchase discount (with LAZADA) and unifi Mobile 99 Promo with Device are as below:</li> </ul> <table border="1" data-bbox="598 293 1474 835"> <thead> <tr> <th data-bbox="598 293 807 371">Offering</th> <th data-bbox="807 293 1098 371">Discount Device</th> <th data-bbox="1098 293 1474 371">unifi Mobile 99 Promo with Device</th> </tr> </thead> <tbody> <tr> <td data-bbox="598 371 807 521">Device Discount / Price</td> <td data-bbox="807 371 1098 521">RM50 discount for device purchase via official brand stores in Lazada</td> <td data-bbox="1098 371 1474 521">FREE Device</td> </tr> <tr> <td data-bbox="598 521 807 624">Monthly Promotional Price</td> <td data-bbox="807 521 1098 624">-</td> <td data-bbox="1098 521 1474 624">RM 79 per month (exclusive of 6% ST)</td> </tr> <tr> <td data-bbox="598 624 807 748">Mobile Plan</td> <td data-bbox="807 624 1098 748">No change in the customer's current mobile plan</td> <td data-bbox="1098 624 1474 748">unifi Mobile 99</td> </tr> <tr> <td data-bbox="598 748 807 835">Contract Period</td> <td data-bbox="807 748 1098 835">No Contract</td> <td data-bbox="1098 748 1474 835">24 months</td> </tr> </tbody> </table>	Offering	Discount Device	unifi Mobile 99 Promo with Device	Device Discount / Price	RM50 discount for device purchase via official brand stores in Lazada	FREE Device	Monthly Promotional Price	-	RM 79 per month (exclusive of 6% ST)	Mobile Plan	No change in the customer's current mobile plan	unifi Mobile 99	Contract Period	No Contract	24 months
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4.	<p><b>What are the device brands that participate in this campaign?</b></p>	<ul style="list-style-type: none"> <li>From July to August 2021: Realme</li> <li>From September to October 2021: Vivo</li> <li>From November to December 2021: Oppo</li> </ul>															
<b>ELIGIBILITY AND REDEMPTION</b>																	
5.	<p><b>Who are entitled to purchase the discounted device via LAZADA?</b></p>	<ul style="list-style-type: none"> <li>This campaign is open for selected unifi Mobile customers who are currently using a 3G or non-VoLTE 4G device.</li> <li>The campaign offers one (1) e-voucher for one (1) NRIC / Passport ID only.</li> </ul>															
6.	<p><b>I am an existing unifi Mobile postpaid plan subscriber. How will I know if I'm eligible for this campaign?</b></p>	<ul style="list-style-type: none"> <li>We will notify and invite selected unifi Mobile customers on the offering via the below channels: <ul style="list-style-type: none"> <li>SMS</li> <li>Electronic Direct Mailer (EDM)</li> </ul> </li> </ul>															
7.	<p><b>I have received the EDM and SMS for this offering. How will I enjoy the discount when I purchase the device?</b></p>	<ul style="list-style-type: none"> <li>From the EDM or SMS, follow these steps below: <ol style="list-style-type: none"> <li>Click on the link in the SMS/EDM received from unifi.</li> <li>Fill up the form and submit your application by entering your NRIC/Passport number. Please also agree on the Terms &amp; Conditions.</li> <li>The selected eligible customers will receive an SMS with the e-voucher and link to the official brand store in Lazada within three (3) weeks after submitting the application.</li> <li>Follow the steps for the e-voucher redemption and enjoy RM 50 discount when you purchase a device.</li> </ol> </li> </ul>															
8.	<p><b>I am a foreigner. Can I enjoy this offering?</b></p>	<ul style="list-style-type: none"> <li>Yes, if you are eligible for this campaign and have received our invitation via EDM/SMS.</li> </ul>															

9.	<b>Will there be a limit to the device that I want to purchase?</b>	<ul style="list-style-type: none"> <li>• Yes, please note that one (1) discount voucher is entitled to only one (1) device purchased via the official brand store in Lazada only.</li> <li>• The device purchased must be a VoLTE supported device only.</li> </ul>
10.	<b>How do I redeem my Lazada voucher?</b>	<ul style="list-style-type: none"> <li>• Your Lazada discount voucher is redeemable at the respective official brand store in Lazada only.</li> <li>• We will provide the store link and you must click on that link <b>ONLY</b> to redeem the e-voucher.</li> <li>• Please follow the steps below to redeem your e-voucher: <ul style="list-style-type: none"> <li>a) Open the given SMS and click on the link <a href="https://i.unifi.my/Lazada">i.unifi.my/Lazada</a>.</li> <li>b) This link will go to myunifi's landing page inside Lazada app or website with access to the brand official store</li> <li>c) Choose your preferred model and add to cart (*Note: Voucher is entitled to selected models only and subject to changes - narzo 20, narzo 20 pro, narzo 30A, realme 7 Pro, realme 7 5g, realme 8 5g, realme 8 Pro, realme c12, and realme c21 4/64.</li> <li>d) Upon checkout, enter your e-voucher code sent to your registered mobile number via SMS in order to enjoy RM50 discount from your total bill. This discount is not valid in conjunction with any other vouchers, offer or promotions and product exclusion apply.</li> </ul> </li> </ul> <p>The voucher is subject to Lazada terms and conditions and customers must comply with such terms and conditions.</p> <ol style="list-style-type: none"> <li>1) Discount of RM 50 off, with minimum spend of RM 699 on the total nett purchase price of your purchase in a single transaction (exclusive of shipping/courier charges) made using Lazada's App or website.</li> <li>2) The discount voucher is available while stock last and redemption is from 1st July 2021 till 31st Aug 2021.</li> <li>3) The discount is only for one (1) time redemption per Lazada registered customer and is not valid in conjunction with any other vouchers, offer or promotions and product exclusions apply.</li> <li>4) Voucher Code XXXXXX must be entered upon checkout to be effective.</li> <li>5) Voucher Code is <b>ONLY</b> applicable to selected models as listed here(Note: While stock last &amp; subject to changes) : <ul style="list-style-type: none"> <li>narzo 20</li> <li>narzo 20 pro</li> <li>narzo 30A</li> <li>realme 7 Pro</li> <li>realme 7 5g</li> <li>realme 8 5g</li> <li>realme 8 Pro</li> <li>realme c12</li> <li>realme c21 4/64</li> </ul> </li> <li>6) No cash alternatives or refund will be offered in lieu of the discount.</li> </ol>

		7) Lazada reserves the right to alter, cancel, terminate or suspend the order or any part thereof or any part of the applicable terms and conditions from time to time, with or without any prior notice.
11.	<b>Is there an expiry date for the e-voucher?</b>	<ul style="list-style-type: none"> <li>The validity period of your e-voucher is stated in the SMS containing the voucher code sent to your registered number. Please redeem the voucher before its expiry date.</li> </ul>
12.	<b>How can I know the device I purchased is a VoLTE supported device?</b>	<ul style="list-style-type: none"> <li>Once you received the SMS with the voucher code, there will be a dedicated link to the official brand store inside Lazada (e.g. Realme Official Brand Store)</li> <li>The Lazada voucher is only valid for selected VoLTE devices* as listed in the online application form and T&amp;C</li> </ul> <p><i>*while stocks last</i></p>
<b>unifi MOBILE 99 PROMO WITH DEVICE FOR 3G SUNSET AFFECTED CUSTOMERS</b>		
1.	<b>Can customers who are affected by the 3G sunset initiative enjoy the unifi Mobile 99 Promo with Device plan?</b>	<ul style="list-style-type: none"> <li>Yes, you are allowed to sign up to unifi Mobile 99 Promo with Device as long as you fulfil the eligibility criteria.</li> <li>For more info on unifi Mobile 99 Promo with Device, visit <a href="https://unifi.com.my/mobile/postpaid/faq">https://unifi.com.my/mobile/postpaid/faq</a></li> </ul>
2.	<b>How will I know if I am eligible for the unifi Mobile 99 Promo with Device plan?</b>	<ul style="list-style-type: none"> <li>Only selected unifi Home Broadband customers are entitled to subscribe to our unifi Mobile 99 Promo with Device plan. Selected customers who are affected by the 3G sunset initiative (3G device and 4G non-VoLTE device) will receive a special invitation from unifi via calls or email.</li> </ul>
3.	<b>Why should I subscribe to this plan?</b>	<ul style="list-style-type: none"> <li>This special deals offer you unlimited data, calls and texts at a promotional price of RM79/month (exclusive of 6% ST) with a free VoLTE supported device. Upgrade your device now with a lower monthly commitment.</li> </ul>